

2020 Census

Questionnaire Assistance Center (QAC)
Questionnaire Action Kiosk (QAK)
Subcommittee Meeting and Webinar



February 27, 2020
Kenneth Hahn Hall of Administration
Los Angeles, CA



Welcome and Introductions

- **Avianna Uribe, Chief Executive Office
Los Angeles County**
- **Maria De La Luz Garcia, Mayor's Office
City of Los Angeles**



Status of QAC/QAK Registration/Survey

Type	Number
County Departments	203
City of Los Angeles	188
Community-Based Organizations	130
Higher Education	21
Municipalities	110
Other School Sites	6
TOTAL	658

**MAKING IT HAPPEN !
2020 CENSUS!**

Status Of QAC/QAK Registration/Survey

**Los Angeles County Office
of Education (LACOE)**

Esmeralda Xochitl Flores

LACOE: QACs and QAKs – Who's In?

LAUSD

- 455 QAKS throughout the District (Parent Centers)
- 34 QACS (District Offices, Adult Schools, etc.)

Other Districts: (40-55 QACS / QAKS)

- Including: Azusa, Compton, Downey, Duarte, El Monte City, El Monte Union High, El Rancho, Garvey, Hawthorne, Long Beach, Lancaster, Lynwood, Montebello, Mountain View, Norwalk-La Mirada, Palmdale, Pasadena, Pomona, and Whittier City.

LACOE's Recent Actions and Expectations

QAC / QAK Training (train the trainer): Provided on 2/20; 30 attendees in person, 15 online, 18 districts represented. Recording of training and handouts from the State are being sent to all attendees and participating districts.



QAC / QAK sites are expected to be open by March 16th through April 30th (closed spring break) – majority of sites will be open for parents / students and their families.



Extended QAC/QAK operational dates/ time beyond April 30th will be determined by census count numbers and capacity of schools.

LACOE's Next Steps

Post-training:
Finalize QAC/QAK
count with each
district.

Follow-up with
LAUSD on final
training support
for QAC sites.

State will provide QAC in-a-Box directly to the LAUSD sites, and to LACOE headquarters. LACOE will distribute QAC boxes to other districts.

LACOE staff will review and visit QAC sites in the first few weeks of implementation and continue to provide assistance to districts as they begin their process.

Monitor reporting to Statewide Outreach and Rapid Deployment (SWORD) of QAC/QAK status.

Questions / Concerns / Say Hello

Esmeralda Xochitl Flores

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Flores_esmeralda@lacoecoe.edu



QAC/QAK
**California Complete Count Requirements and
Training Overview**

Marcha Stevenson

QAC/QAK Requirements Review

- State Guidelines Highlights and Review
- QAC/QAK Set Up
- Operations Timeframe
- Point of Contact/Monitoring and Reporting
- Waiver <https://lacounty.seamlessdocs.com/f/qacqak>

STATE REFERENCE MATERIALS



California Complete Count

QAC/QAK Guide for
Contracted Outreach Partners 2.0

January 17, 2020

California
Complete Count
– Census 2020

Questionnaire
Assistance Center
101:

Staff & Volunteer
Training

Version 1.29.20



California Complete Count

OPTIONAL Trainer Handbook –
Questionnaire Assistance Center AMPLify
Workshops for Staff and Volunteers

VERSION 01.29.2020



California Complete Count

Training Participant Handout –
Questionnaire Assistance Center Staff
and Volunteers

VERSION 1.29.20

QAC and QAK Definitions

QACs and QAKs are physical locations where the public can get information about the 2020 Census questionnaire. These locations provide online and/or phone access (both are recommended) to complete the questionnaire.

- **QACs** – Have onsite staff available to answer questions related to completing the Census questionnaire. **QAC locations are required to review the State’s QAC 101 Staff & Volunteer Training.**
- **QAKs** – Provide access to a device (computer, tablet, etc.). **QAK locations are NOT required to complete the State’s QAC 101 training.**

State Guidelines Highlights/Overview

- **Accommodations for People with Disabilities:** All QAC/QAK locations must be ADA accessible and comply with all local, state, and federal laws related to access for the disabled.
Resource: 2020 Census Disability Community Toolkit:
<https://www.disabilityrightsca.org/post/2020-census-disability-community-toolkit>
- **Language Access:** QACs must assist those with specific language needs with in-person language support or connect them with online or telephone resources. **(QACs only)**
Resource: LACAP <https://census.ca.gov/2019/05/17/lacap/>
- **Training:** Training must include all required modules provide by the California Census Office. **(QACs only)**
Resource: State Training Materials <https://census.lacounty.gov/committees/#cak>

State Guidelines Highlights/Overview

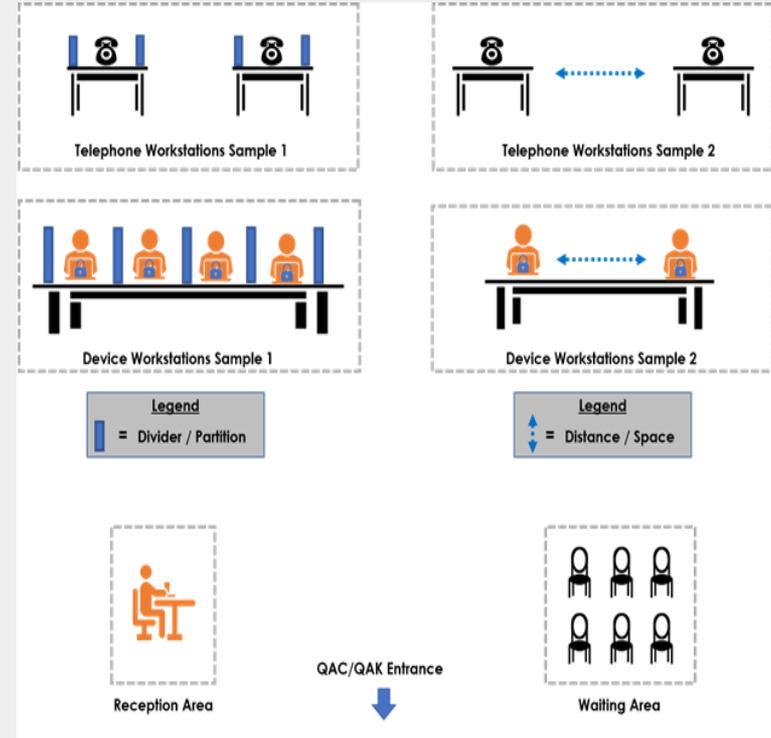
Equipment and Set-up Requirements:

- **Device:** Ensure computer or device terminal is operational and refreshed to the proper U.S. Census Bureau web page:
<https://my2020census.gov/>
- **Technology Requirements:** Review and ensure compliance with the Security Guide Matrix on page 11 of the QAC/QAK Guide.

State Guidelines Highlights/Overview

Set-up Requirement: Ensuring community members are provided privacy. (QAC/QAK guide page 18)

Tip: Create an environment where individuals can respond without interference. Ensure that someone's responses cannot be seen by anyone unless they are a sworn USCB employee.



State Guidelines Highlights/Overview – QAC and QAK Signage

Important: Use the provided QAC/QAK signage to identify your site as a CA authorized 2020 Census QAC/QAK location.

Provided QAC/QAK Signage:

- Accommodations Notice
- Privacy
- Tip sheet for community members
- Hours of Operation for QAC/QAK
- Directional arrows
- California Census Bill of Rights



QAC/QAK Signage: <https://census.lacounty.gov/committees/#cak>

CA Census Bill of Rights: <https://californiacensus.org/census-bill-of-rights-and-responsibilities/>

State Guidelines Highlights/Overview – Additional QAC and QAK Signage (“QAC/QAK in a Box”)

Every QAC/QAK location will receive a QAC/QAK in a Box from the State delivered to their location with the following materials:

- 1) **Banner**
- 2) **Poster**
- 3) **Lawn Sign**
- 4) **Table Top Display**
- 5) **USCB Language Guides**



Operations Timeframe

2020 Census – Key Dates

Date	Event
March 12 to March 20, 2020	Invitations Mailed: Households will begin receiving official Census Bureau mail with detailed information on how to respond to the 2020 Census. The Census survey online response tool will go live on the Census Bureau’s website my2020census.gov and the telephone self-response period begins.
March 12, 2020 through April 30, 2020	Questionnaire Assistance Centers (QACs)/Questionnaire Action Kiosks (QAKs) Open: QACs/QAKs will be open to the public as an option to fill out the Census survey online or by phone, as available.
April 1, 2020	National Census Day: Census Day takes place nationwide.
April 8 to 16, 2020	4th Census Bureau Mailing: A reminder letter and the paper census survey will be sent to non-respondents.
May 13 to July 2020	Non-Response Follow Up (NRFU): Census Bureau enumerators will begin visiting those households who did not yet complete the 2020 Census survey. Note: Some QAC/QAKs will remain open during the NRFU period.
July 31, 2020	Response Period Ends: Last day to respond to the 2020 Census.

Operations Timeframe

QACs and QAKs

Dates and Hours:

- QACs and QAKs are required to be open during the Self-Response period from **March 12, 2020 through April 30, 2020.**

IMPORTANT EXCEPTION:

County of L.A. and City of L.A. Departments are required to be open through July 31, 2020.

State Guidelines Highlights and Review

Monitoring and Reporting Requirements

- **Visitor Interaction Form (QAC only)**
- **Hours of Operation:** Report all changes in QAC/QAK operational hours to census@ceo.lacounty.gov
- **State Site Visits:** QACs and QAKs are subject to State inspection. (QAC/QAK Guide, p.6)
- **Incident Reporting/Media Inquiries:** After following your organization's emergency procedures, immediately report any critical incidents or media inquiries to Vanessa Gonzalez at vgonzalez@ceo.lacounty.gov

State Guidelines Highlights and Review

Monitoring and Reporting Requirements (Cont'd)

QAC Visitor Interaction Form

- Collect daily interactions on the **QAC Visitor Interaction Form (QAC/QAK Guide, p.36)**
- Submit **Visitor Interaction Forms** each Friday, beginning March 20, 2020 at censusreports@ceo.lacounty.gov.

CA
census
2020

PARTNER QAC VISITOR INTERACTION FORM

Partner to complete interaction form *daily* or *weekly* depending on visitor traffic. Please keep these forms on file to provide the California Census 2020 office with visitor data in final report or as requested.

Partner Organization/Agency	<Organization/Agency Full Name>
QAC Location	<Name of Site/Building> <Street Number and Street Name> or <input type="checkbox"/> Mobile or "roving" QAC <City, State, Zip Code>
Partner Staff/Volunteer Name	<First Name, Last Name>
Form Date or Date Range	<Month/Day/Year>

Use the table below to track the types of interactions, such as answered questions, distributed Census 2020 outreach collateral, and/or provided device/telephone workstations for use by community members visiting the QAC. To: Use the back of this form to record tally marks or create an Excel worksheet to numerically track counts for each type of visitor interaction listed below.

Visitor Interaction Types	Qty
Provided printed information and/or responded to questions but did not complete Census Questionnaire.	
Visitor completed Census Questionnaire via tablet or desktop at QAC.	
Visitor completed Census Questionnaire via phone at QAC.	
Visitor contacted USCB via phone at QAC and requested an in-person enumerator.	

Use the table below to track the types of in-language support provided or Census 2020 outreach and education collateral distributed to community members visiting the QAC. To: Use the back of this form to record tally marks or create an Excel worksheet to numerically track counts for each language listed below. Add any additional languages served.

Languages Reached	Qty	Language Reached	Qty	Language Reached	Qty	Language Reached	Qty
Assyrian Neo-Aramaic		Hindi		Punjabi			
Arabic		Hmong		Russian			
Armenian		Iu Mien		Spanish			
Chaldean Neo-Aramaic		Japanese		Tagalog			
Chinese		Korean		Telugu			
Chaldean Neo-Aramaic		Korean		Thai			
English		Mandarin		Ukrainian			
Farsi		Min Nan Chinese		Vietnamese			
Filipino		Portuguese					

Note: Use blank row entries in "Language Reached" table above to manually fill in other languages available at QAC/QAK.

Use the table below to record QAC strategies or support processes that 1) helped to engage community members, 2) need enhancement to better reach targeted barriers-to-count community members, and 3) provide general observations regarding the QAC's location, support services, and effectiveness in serving community members. To: Use the back of this form or create an Excel worksheet to record bullet points for each assessment category listed below.

What Went Well?	
What Could be Improved?	
Staff/Volunteer Notes:	

96

3/27/2020
CALIFORNIA COMPLETE COUNT – CA CENSUS 2020
census.ca.gov

State Guidelines Highlights and Review

QAC/QAK Waiver

- Please complete **one** Waiver per organization listing all your QAC/QAK locations by **March 6, 2020**.
- QAC/QAK Waiver:
<https://lacounty.seamlessdocs.com/f/qacqak>

RELEASE AND WAIVER OF LIABILITY AND CLAIMS

(Organization), located at (Location), is voluntarily participating in outreach for the 2020 U.S. Census by providing a Census Questionnaire Assistance Center (QAC) and/or a Census Questionnaire Assistance Kiosk (QAK) at the location* indicated above. The Organization will host a QAC/QAK in compliance with the California Complete Count Office's "QAC/QAK Guide for Contracted Outreach Partners 2.0." (QAC and QAK Guide) The Organization agrees the QAC/QAK will provide a space with a computer that has internet access so that members of the public can access the U.S. Census Bureau's website to complete the 2020 Census Questionnaire. This computer will be available to members of the public free of charge.

Organization hereby releases, waives, and forever discharges the County of Los Angeles, its Special Districts, and its elected and appointed officials, officers, agents, employees and contractors (County) from any and all liability, claims, demands, or causes of action that Organization may have now and hereafter, known and unknown, for any and all injuries to person or property, arising out of or related to Organization's voluntary participation in 2020 U.S. Census Outreach Project including the use of the aforementioned Location as a QAC/QAK.

Organization further guarantees that Organization shall not discriminate against any person on the basis of race, color, sex, sexual orientation, age, religious belief, national origin, marital status, political affiliation, physical or mental disability, medical condition, or place of residence. Organization guarantees for the purpose of Location's use as a QAC/QAK, Location will be available for use by the public on an equal basis.

Organization agrees to maintain Location so that it remains free of hazards, safe for the public's use, and accessible to people with mental and/or physical disabilities. Organization affirms that it is covered under general liability insurance policies issued through a licensed insurance carrier appropriate for a location where the public will be granted access to the premises and the digital resources located within the premises. Organization further agrees to indemnify, save, and hold harmless the County for damages, including but not limited to, subrogation and/or derivative claims brought by any third party or insurer in connection with any injury or damage the Organization may suffer.

Organization hereby mutually agrees to indemnify, defend, and hold harmless the County against any and all claims, losses, demands, damages, costs, expenses or liability for injury to any persons or property, arising out of or in any way relating to Organization's participation in U.S. 2020 Census Outreach including the use of the aforementioned Location as a QAC/QAK.

Organization further expressly agrees the foregoing release, waiver, and indemnity agreement is intended to be as broad and inclusive as is permitted by law and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding continue in full legal force.

California Complete Count – Census 2020

**Questionnaire
Assistance Center 101:
Staff & Volunteer Training**
Version 1.29.20



BE COUNTED, CALIFORNIA!



QAC 101 Training Overview

Section Title	Subject Matter
QAC Fundamentals	Walkthrough the roles of the U.S. Census Bureau (USCB) and the California Complete Count Office, the function of a Questionnaire Assistance Center (QAC), and the role of QAC staff and volunteers and their responsibilities at a QAC.
Engagement Fundamentals	Watch and discuss an overview video of the 2020 Census questionnaire to help staff and volunteers understand how to complete the 2020 Census questionnaire and subsequently assist community members who request help with completing the 2020 Census questionnaire.
QAC Visitor Reporting	Walkthrough the Visitor Interaction Form with staff and volunteers to demonstrate how to complete the form to report interactions with community members.

Volunteer/Staff Training Video

DECEMBER 18, 2019

The screenshot shows a web browser window displaying the 2020 Census website. At the top, there is a navigation bar with the '2020 Census' logo, a search icon, and a language selector set to 'ENGLISH'. The main heading is 'Preview of the 2020 Census Video Language Guide'. Below this, there are buttons for 'Watch later' and 'Share'. The content area is divided into two columns. The left column has a 'Welcome to the 2020 Census' section with three bullet points: 'It's quick and easy. The 2020 Census questionnaire will take about 10 minutes to complete.', 'It's safe, secure, and confidential. Your information and privacy are protected.', and 'Your response helps to direct billions of dollars in federal funds to local communities for schools, roads, and other public services.' Below this is a 'Getting started:' section with two bullet points: 'You must complete your questionnaire once you begin. If you leave the questionnaire and return later, you will have to start over.' and 'Do not use the web browser buttons (back, forward, or close browser). Use the buttons within the questionnaire to navigate.' The right column features a large graphic with the text 'Shape your future START HERE >' and 'United States Census 2020', with a blue 'Start Questionnaire' button below it. At the bottom of the page, there is a 'MORE VIDEOS' section and a language selector with options for ENGLISH, ESPAÑOL, 中文简体, THÈNG SIÉT, 粵語, ПУСКОМ, বাংলা, TAGALOG, POLSKI, FRANÇAIS, KREVOLARSTEN, PORTUGUÊS, and 日本語. The video player at the bottom shows a play button, a progress bar at 0:02 / 6:24, and the YouTube logo.

2020 Census

Preview of the 2020 Census Video Language Guide

Watch later Share

Welcome to the 2020 Census

- It's quick and easy. The 2020 Census questionnaire will take about 10 minutes to complete.
- It's safe, secure, and confidential. Your information and privacy are protected.
- Your response helps to direct billions of dollars in federal funds to local communities for schools, roads, and other public services.
- Results from the 2020 Census will be used to determine the number of seats each state has in Congress and your political representation at all levels of government.

Getting started:

- You must complete your questionnaire once you begin. If you leave the questionnaire and return later, you will have to start over.
- Do not use the web browser buttons (back, forward, or close browser). Use the buttons within the questionnaire to navigate.

For best results, use the latest version of Chrome, Firefox, Internet Explorer, or Safari. Cookies are required to use this site.

MORE VIDEOS

ENGLISH ESPAÑOL 中文简体 THÈNG SIÉT 粵語 ПУСКОМ বাংলা TAGALOG POLSKI FRANÇAIS KREVOLARSTEN PORTUGUÊS 日本語

U.S. Census Bureau

0:02 / 6:24

CC YouTube

What to Do: Say Who You Are

- ❑ Be clear you are **not** an employee of the U.S. Census Bureau.
- ❑ Identify yourself as a staff or volunteer of the Partner organization hosting the QAC/QAK.

QAC Volunteers/Staff

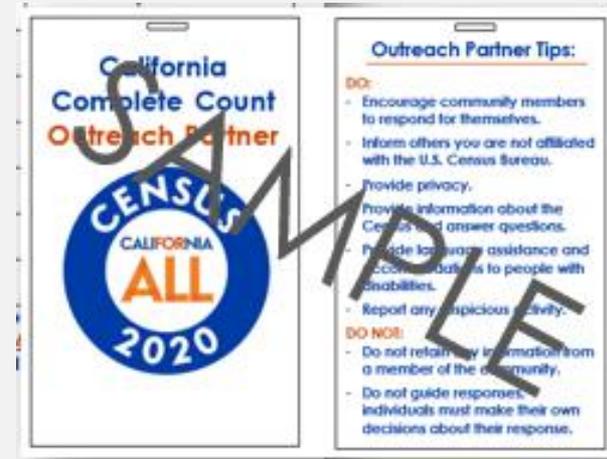
- ❑ **Do not** guide responses for the 2020 Census questionnaire.
- ❑ **Do not** collect or retain response information outside of the USCB's online form.
- ❑ **Do not** collect information from people that you intend to later enter into the USCB's 2020 Census response website.
- ❑ **Do Not** use the USCB logo on devices in the QAC/QAK.

Note: Partners are free to brand devices with logos for the Partner or the California Census Office.

Identification

- ❑ QAC Staff and Volunteers are required to wear their badges at all times when onsite at a QAC.

Note: QAC volunteers and staff can always refer to the back of their badge for a summary of the Do's and Don'ts.



2020 Census Online Form Review

**To complete the questionnaire online,
what can people type in to begin/pull up
their unique household?**

Answer: Enter your Census ID (received
via mail) OR their home address

2020 Census Online Form Review

Will someone be able to start the questionnaire online, stop and then return at a later time to complete the questionnaire?

Answer: No

2020 Census Online Form Review

Can someone use the back and forward button when completing the online form?

Answer: No

2020 Census Online Form Review

Who should be counted in the household?

Answer: Everyone who will be living or staying with you on April 1st.

Include babies and children (all ages), close or extended family members, people who are not related to you and people staying with you without a permanent place to live.

Who is Counted on the 2020 Census Survey

- Households must count **everyone** who is living there as of April 1, 2020.
 - All family members, roommates, other families, friends, or anybody else who live and sleep there most of the time. Include anyone staying in the household on April 1st with no home elsewhere.
 - Remember to count **any children** who are living there including foster children, grandchildren, nieces/nephews, children of friends (even if they are living there temporarily), and newborn babies (even those who are born on April 1, 2020, or who are still in the hospital on this date.).
- **Note**: The Census Bureau conducts Group Quarters operations to count people not living at permanent residences including populations in Student Dorms, Healthcare/Treatment Centers, Nursing Facilities, Correctional Facilities, Religious Residential Facilities, Worker Residential Facilities, Military Barracks, Senior Facilities, and Homeless Shelters. **Do not count** anyone living in one of these facilities on April 1, 2020.



Providing Language Access (Responding Online)

The 2020 Census questionnaire can be completed online in the following non-English languages:

- ❑ Spanish
- ❑ Chinese (Cantonese and Mandarin)
- ❑ Vietnamese
- ❑ Korean
- ❑ Russian
- ❑ Arabic
- ❑ Tagalog
- ❑ Polish
- ❑ French
- ❑ Haitian Creole
- ❑ Portuguese
- ❑ Japanese

Providing Language Access (In-Language Phone Assistance)

There are separate
USCB toll-free numbers
for the 13 non-English
languages available via
the USCB Call Center.

Note: The USCB Call Center's Text Telephone (TT) or TeleType (TTY) phone number provides accommodations for people who are deaf, hard of hearing, or have speech difficulties.

U.S. Census Bureau In-Language Phone Assistance	
English 844-330-2020	Spanish 844-468-2020
Chinese (Mandarin) 844-391-2020	Chinese (Cantonese) 844-398-2020
Vietnamese 844-461-2020	Korean 844-392-2020
Russian 844-417-2020	Arabic 844-416-2020
Tagalog 844-478-2020	Polish 844-479-2020
French 844-494-2020	Haitian Creole 844-477-2020
Portuguese 844-474-2020	Japanese 844-460-2020
Telephone Display Device (TDD) 844-467-2020	

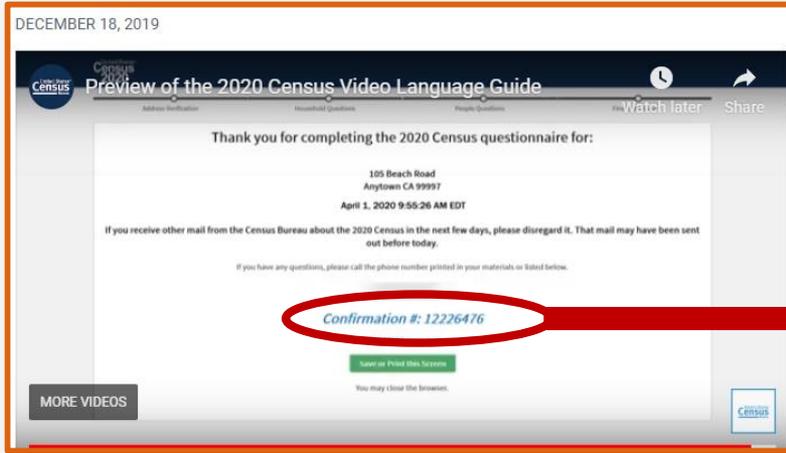
Providing Language Access (Other Resources)

The U.S. Census Bureau provides translated web pages, paper guides, and video guides in the following 59 non-English languages at <https://2020census.gov/languages>:

Spanish	Haitian Creole	Bengali	Romanian	Tamil	Tigrinya	Igbo
Chinese	Portuguese	Greek	Telugu	Navajo	Ilocano	Marathi
Vietnamese	Japanese	Amharic	Burmese	Hungarian	Dutch	Sinhala
Korean	Italian	Somali	Punjabi	Hebrew	Croatian	Slovak
Russian	Farsi	Thai	Lao	Malayalam	Bulgarian	American
Arabic	German	Gjurati	Hmong	Swahili	Twi	Sign
Tagalog	Armenian	Khmer	Albanian	Yiddish	Lithuanian	Language
Polish	Hindi	Nepali	Turkish	Indonesia	Yoruba	
French	Ukrainian	Urdu	Bosnian	Serbian	Czech	

Note: The video USCB Language Guide in American Sign Language (ASL) provides accommodations for people who are deaf, hard of hearing, or have speech difficulties.

Census Confirmation Code



Screenshot of the U.S. Census Bureau 2020 Census online Confirmation Code

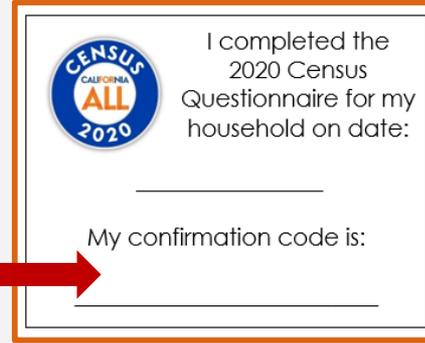


Image of the Confirmation Code template

The Confirmation Code Template can be found in the QAC Staff and Volunteers Participant Handout on p. 17

Key Takeaways

Engagement Fundamentals



Frequently Asked Questions (FAQs): It is important to review the FAQs included with your Participant Handout booklet. These FAQs are a valuable resource for you to reference when engaging with community members at a Questionnaire Assistance Center (QAC) so you may effectively respond to many of their questions regarding the 2020 Census.

A copy of the Participant Handout can be accessed here:

<https://census.lacounty.gov/committees/#cak>

Questions?

Draft QAC/QAK Locator Tool

Norman Wong, Internal Services Department,
County of Los Angeles

The Locator Tool will be available at

<https://locator.lacounty.gov/census>

Contact Information

To confirm or withdraw your QAC/QAK location:

Vanessa Gonzalez

County of Los Angeles

Chief Executive Office

vgonzalez@ceo.lacounty.gov

Questions about CA State QAC/QAK Guidance:

Cecil Flournoy

California Complete Count Office

Cecil.Flournoy@census.ca.gov

Thank you

Next QAC/QAK Meeting:

April 15, 2020

Hosted by: The City of Los Angeles

Next Countywide Outreach CCC Meeting

March 26, 2020

Hosted by: The County of Los Angeles